CITY OF ROCKVILLE
ROCKVILLE, MARYLAND

ADDENDUM #1

REQUEST FOR PROPOSAL #29-16

RECREATION AND PARKS REGISTRATION SOFTWARE

ATTENTION ALL POTENTIAL PROPOSERS: This addendum is issued to clarify, add to, delete from, correct and/or change the RFP documents to the extent indicated and is hereby made a part of the said RFP documents. Proposers are required to acknowledge receipt of the addendum by signing in the appropriate space below. Failure to do so may subject your quote to disqualification. The addendum may also be downloaded from the City's website at: www.rockvillemd.gov .

The following is provided for additional clarity to the RFP process:

The following questions were asked via email:

1. **Q: What is your last fiscal year's revenue?**
   A: See page 8, Section 3.02.

2. **Q: Do you receive any subsidies? If so, what is the amount (for the same fiscal year as above question)?**
   A: Yes. The City receives approximately $15,181,925 in government subsidies.

3. **Q: What is the number of locations/sites?**
   A: See page 8, Section 3.01.

4. **Q: What is the number of part-time and full-time staff?**
   A: FTEs: 138 full-time staff and 78.3 part-time staff.

5. **Q: What is the number of active customers/members?**
   A: The City has 30,000 active accounts, only approximately 3,000 are slated for transition to the new system.

6. **Q: What is the number of parks?**
   A: The City has 65 parks.

7. **Q: What is the number of camp sites?**
   A: The City has no (zero) overnight camp sites.

8. **Q: When is your desired go-live date?**
   A: See page 7, Section 2.01, "Software System Fully Operational".

9. **Q: The RFP indicates the need for 300 concurrent system users, but that this number may need to change based on vendor definitions of concurrent licenses. We define concurrent user licenses as the maximum number of staff users that will be utilizing the system at one time. Can you please provide an updated concurrent user license number based on that definition?**
    A: There is a total of 300 staff accounts, of which, 75 to 100 can be on the system at any one given time.

9. **Q: Is it possible to receive an EXCEL version of section 5 of the RFP? It is preferred to be able to type in responses vs. handwriting them.**
    A: Yes, see Attachment labeled: "EXCEL Section V". The first two columns are locked. In the event of discrepancies between the EXCEL version of Section V and the pdf version of RFP 29-16, the pdf version will prevail.

10. **Q: Section 6.1.6 5) b. (page 50) asks vendors to describe how access control works with registration system. Can you please define what is meant by "access control"? Is the City referring to turnstiles/doors that need to be triggered by a swipe? Or simply having your users swipe in at a station monitored by an employee and verifying whether their membership is valid?**
    A1: Can you please define what is meant by "access control"? Is the City referring to turnstiles/doors that need to be triggered by a swipe? Yes, see page 40, Item #M-15. It is dependent on the specific facility needs.
    A2: Or simply having your users swipe in at a station monitored by an employee and verifying whether their membership is valid? Yes, see page 39, Items M-12 and M-13.

11. **Q**: **Do we have to have a pre-built registration system fully implemented to be able to bid for this project or we can do (sic) customer development on our basic registration system in order to fulfill your requirements specific to your organization?**
    A: See page 50, Section 6.1.6. The solicitation does not specify the need for a pre-built registration system. Submittal will be evaluated based on criteria found in Section VII: Evaluation and Award (page 52).

12. **Q: Whether companies from Outside the USA can apply for this (like, from India or Canada)?**
    A: See page 4, Section 1.07: Any vendor, before doing business in the state of Maryland, shall qualify with the Department of Assessments and Taxation.

13. **Q: Whether we need to come over there for meetings?**
    A: Yes, vendor will be required to be on site for training and some meetings.

14. **Q: Can we perform the tasks (related to the RFP) outside USA (like, from India or Canada)?**
    A: This depends on the specific task; some tasks may be performed outside the US, while others may need to be performed on-site at customer location.

15. **Q: Can we submit the proposal via email?**
    A: No. Specific instructions for Proposal Submittal are found on page 4, Section 1.04.

16. **Q: What percentage of revenue comes from online registration?**
    A: 45.5% of revenue comes from online registrations.

17. **Q: Does the organization use one or multiple merchant bank accounts to deposit funds into (e.g. is the pool required to operate independently)? If multiple, how many merchant accounts?**
    A: The City uses one merchant bank.

18. **Q: What merchant bank and gateway provider do you use or plan to use?**
    A: The City has one merchant bank, BB&T, and the gateway provider is: authorize.net.

19. **Q: Of the total number of transactions, how many are payment based (e.g. credit card, cash or check)?**
    A: The City is not currently tracking this data.

20. **Q: Regarding League Scheduling, do you use software for creating game schedules? If so, which software product?**
    A: Not at this time, but this is desired as part of the solicitation, see pages 34-36, Section 5.07, League Scheduling.

21. **Q: How many facilities are available to be rented?**
    A: See page 8, Section 3.01. Consider all facilities to be rentable.

22. **Q: How many rentals occur annually?**
    A: The City had 1,360 rentals and 2,785 bookings the previous fiscal year.

23. **Q: Are there fees for rentals? If yes, do the fees vary for types of renters?**
    A. Yes, there are fees for rentals and yes, the fees do vary for different type of renters.

24. **Q: Does your organization issue permits?**
    A: Yes.

25. **Q: Does your organization want to publish a facility reservation calendar for the public to view?**
    A: Yes.

26. **Q: Does your organization require that the public is able to reserve facilities online (e.g. ball field or picnic site)?**
    A: Yes. The City would identify which facilities those would be.

27. **Q: Are any of the facilities a senior center? If yes, how many?**
    A: Yes. See page 8, section 3.01.

28. **Q: Are any of the facilities a community center? If yes, how many?**
    A: Yes. There are seven (7) community centers.

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29. **Q: Regarding memberships, does your organization have unattended access to centers?**
A: Yes.

30. **Q: Do you have an automatic door lock system in place now?**
A: Yes.
Q: 30b: Do you require integration with recreation software and the door lock system?
A: Yes.

31. **Q: How many locations are there (sic) where ID badges are scanned?**
A: Five (5) facilities.

32. **Q: Support community Centers?**
A: Yes.
Q: 32b: If yes, support drop in classes?
A: Yes.

33. **Q: Require any pass fulfillment (e.g. beach badges)?**
A: No.

34. **Q: Rent lockers?**
A: Yes.
Q: 34b: If yes, does the organization only want to collect fees online for locker rentals?
A: Yes.
Q: 34c: If yes, does the organization require locker tracking/management?
A: Not currently, but may desire this feature in the future.

35. **Q: Issue multi-punch guest passes?**
A: Yes.
Q: 35b: If yes, do the punch cards need to be redeemed digitally?
A: Yes.

36. **Q: Sell gift cards?**
A: Not currently, but may want to in the future.

37. **Q: Do you support rolling memberships (part of Community Centers)?**
A: Yes.

38. **Q: Regarding POS/Concessions, at how many locations will the point of sale be used (e.g. 3 re centers, 2 pools)?**
A: All facilities.

39. **Q: Does the organization require inventory management with POS?**
A: Not currently, but may desire this feature in the future.

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40. **Q: Does the organization run summer camps?**
    A: Yes.
    Q: 40b: If yes, what type of camp enrollment is offered (list all that apply):
    i. One enrollment for entire camp, weekly sessions or daily enrollment? Yes.
    ii. AM/PM Full Day Option? Yes.
    iii. Before or after care? Yes to both.
    iv. Transportation? Yes.
    v. Day trips? Yes.
    vi. Discounts for siblings and/or multiple sessions? Not currently, but may desire this
       feature in the future.

41. **Q: Regarding Training, is web-based training via GoToMeeting acceptable?**
    A: GoToMeeting is acceptable for future training sessions. However, staff training during
    system implementation is required to be onsite at customer facility.

42. **Q: We employ a session based "train-the-trainer" model whereby we train up to 5**
    people/service/session for no additional cost. How many people are required to be
    trained for:
    a. Program Management, Finance, Ecommerce, Marketing
    b. Membership Management/Gate Check
    c. Facilities Management
    d. POS
    e. League Management
    A: The City would require ten (10) individuals for the "train the trainer" session, in all areas
    listed above (a through e).

43. **Q: Regarding integration, does the organization require integration with any current**
    systems (e.g. financial systems)?
    A: Yes, see page 8, Section 3.04.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.
ISSUED BY: PAT RYAN, PRINCIPAL BUYER, 05/26/2014

**ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 BY SIGNING BELOW AND RETURNING
A COPY OF THE ADDENDUM WITH YOUR PROPOSAL OR ACKNOWLEDGING IN YOUR
PROPOSAL.**

NAME OF BIDDER: _____

PROPOSAL DUE DATE: (UNCHANGED):   3:00PM (ET), THURSDAY, JUNE 9, 2016